MALCOLM EDWARDS

✉ malcolm.mailbox@gmail.com ✉ 816.838.5196 ◉ Kansas City Metropolitan Area
www.linkedin.com/in/malcolm-edwards-7a521810a

ABOUT ME

I serve as a strategic, intellectual, and creative resource. My experience spans IT and Enterprise Service Management and Software Quality Assurance, with 15+ years of strategic program management, team leadership, systems administration, and process and performance analytics. I partner with technical and non-technical stakeholders from design to continual improvement. My purpose is to help an organization anticipate the future and achieve its mission with foresight and ingenuity, by cultivating the strengths of the people I work with.

PROFESSIONAL EXPERIENCE

Program Manager, IT Service Management, ServiceNow Product Owner
HR Block 2016–2025

- Led IT Service Management for the ServiceNow PAAS platform, overseeing System Administration, instance migrations, system integrations, CMDB Management, Change, Configuration, Incident, Knowledge, Problem, and Request Management processes. Cross-departmental liaison and ombudsman for ITSM processes.
- Designed major incident management procedures, member of root cause analysis reviews, change reviews. Developed retrieval-augmented generation for incident records, and generative AI analysis documents from incidents and change requests. Configured and managed AIOps in Azure for event correlation, clustering, telemetry mining, and trend analysis.
- Functioned as Product Owner for the ServiceNow platform, using Agile delivery practices, story development and grooming the backlog, guiding the product roadmap and planned sprints. Ensured platform was fit for purpose and meeting or anticipating organizational needs. Reviewed capabilities and new functionalities for feasibility of adoption. Implemented, Case Management, GRC, HR, Vendor Risk, and Vulnerability management modules, and integrations with Robotic Process Automation tools, data security, IT Asset Management, and building facilities management platforms.
- Managed complex migrations and integrations across multiple platforms, including BMC, iOffice, and automated workflows and robotic process automation. Drove the integration of Quality Clouds for platform health visibility, platform governance, database, code and configuration scanning, quality-gating, and platform testing, ensuring platform integrity and quality standards.
- Designed, managed, and executed programmer development and user acceptance testing (UAT) plans to validate and regression test new features and processes. Managed coordinated activity with remote and co-located development teams. Oversaw platform maintenance and hygiene activities, data management, including extracts and data transformation, and issue management with the vendor.
- Facilitated Risk Management and Compliance initiatives by managing platform data and workflows, ensuring data privacy and security compliance for regulations such as CCPA/CPRA, GDPR, HIPAA, SOC2, and SOX.

Manager of IT Service Management, Quality Assurance Manager
UMB Bank NA 2006 – 2015

- Led and mentored teams of IT service management and quality assurance professionals, directing ServiceNow administration, service desk operations, ServiceNow platform administration, and software testing processes and activities.
- Responsible for Service Management processes and procedures. Chaired the weekly Root Cause Analysis reviews, led the Change Advisory Board meetings, weekly Major Incident reviews, and served as the initial Incident Commander for major incidents at the Service Desk.
- Guided the QA team responsible for software testing of financial platforms and banking and investment services, created and directed test strategies, including test planning, test case design, manual testing, and regression test automation within a strongly regulated environment, while encouraging innovation, interpersonal skills development, and professional growth.

- Introduced test effectiveness reviews, requirements-based testing, database testing, test data modeling, and requirements mapping to functional specifications.
- Fostered a culture of continuous learning and growth within the team, providing coaching and mentorship to support a greater sense of ownership and leadership among team members, and cultivate abilities for career advancement.
- Managed CMDB and performed Service Mapping and Discovery efforts,.
- Pioneered Problem Management by coaching the IT Service Management team to design a proof of concept effort designed by them, and put them in positions to demonstrate and champion the process.
- Rebuilt the IT Service Desk from into a career foundational role, and optimized team performance and resource allocation by combining incident and call information, and giving the team greater responsibility for their work.
- Point of Contact for partnership with the IT Asset Management team, integrating ServiceNow processes and IT Asset service delivery and incident management. Partnered with project managers to establish plans, standards, and procedures to ensure testing processes and constraints.
- Facilitated compliance with AML, BSA, FINRA, GDPR, GLBA, HIPAA, KYC, and SOX frameworks.

Quality Assurance Team Manager
GeoAccess, Inc. 1997 – 2006
- Supervised and mentored five quality assurance analysts responsible for testing two annual major releases for Health Insurance Network analysis and data management.
- Managed the full life-cycle test effort across the desktop application portfolio, including flagship analytic cartography offering.
- Collaborated with developers to create demographic and geographic data testing methods to improve effectiveness of spatial data, cartography, and application's spatial analysis functionality.
- Conducted Geographic Information System Data Integration Testing with Census Bureau data and provided stakeholders with detailed progress reports, quality metrics, and risk evaluations.
- Created Knowledge Management resources for training and user support.

FUNCTIONAL EXPERIENCE
IT Management, IT Program Management, IT Service Management, Change Management, Configuration Management, Incident Management, Problem Management, Request Management, Service Desk, Service Mapping, ServiceNow, Quality Assurance and Software Testing, Organizational Change Management, Business Analyst, Data Analysis and Visualization, Governance, Risk and Compliance, Data Privacy, Platform Implementation and Migration Management, Coaching and Mentoring, Cloud Computing, IVR, Geographic Information Systems and Analytic Cartography.

SKILLS
ServiceNow Platform System Administration and Development, Microsoft Azure Cloud and DevOps Processes, Agile/Scrum Development Processes, Software Test Management, Governance, Risk, Mathematica, R Statistical Computing, Excel, PowerBI, Quality Clouds, BMC Helix System Administration, KQL, SQL, Manifold GIS, PagerDuty, Workato, Rapid7, Azure Telemetry, SAAS, PAAS, Predictive Modeling (Regression, Demand Forecasting, Clustering, Event Correlation), Unsupervised Learning Methods, LLM Chatbot Administration, JavaScript, AML, BSA, CCPA/CPRA, FINRA, GDPR, GLBA, HIPAA, KYC, SOC2, SOX,

EDUCATION
University of Missouri, Master of Arts, Geography
Washington University, Bachelor of Arts, Spanish and Portuguese
Pontifica Universidade Catolica do Rio de Janeiro

Languages
Portuguese (fluent)   Spanish (fluent)   Levantine Arabic (basic)